

METHOD AND APPARATUS FOR PROVIDING NETWORK BASED COUNSELING SERVICE

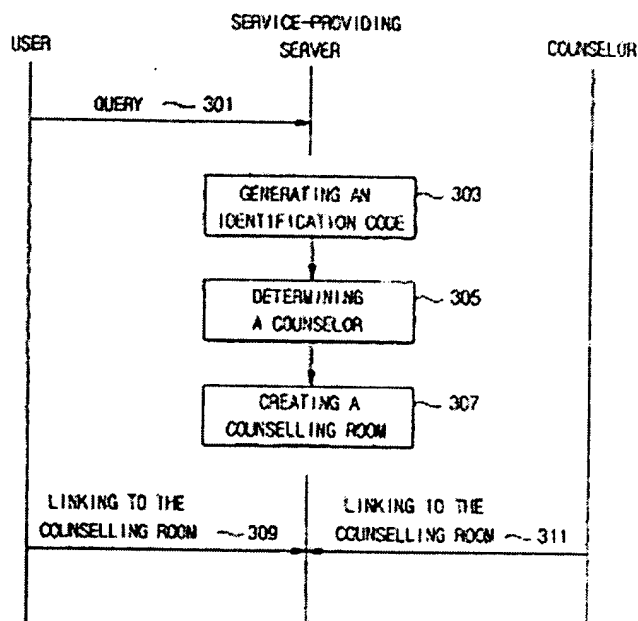
Patent number: WO0108061
Publication date: 2001-02-01
Inventor: JEONG YONG-SEOK (KR)
Applicant: JEONG YONG SEOK (KR)
Classification:
- international: G06F17/60
- european: G06Q30/00A
Application number: WO2000KR00794 20000724
Priority number(s): KR19990030270 19990724

Cited documents:
JP7085164
JP11137719
JP7074844
JP11289523

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Abstract of WO0108061

Method and system for providing a real-time counseling service using a network. User clicks on the counseling link, when he wish to interactive counseling service during he surfing shopping site or contents site on Internet. If the counseling link is clicked on, an identification code is generated, which represents at least one of the user-related information; the counseling link related information such as the web page including the counseling link and the site address; and the user activity information. The identification code is transmitted to a counseling server which selects a counselor and generates the basic counseling information to be sent to the counselor, based on the identification code. In addition, the counseling server provides the counseling room in which the user and the counselor can engage in interactive counseling by using at least one selected from the group consisting of text, picture, voice and picture board. The identification code includes at least one selected from the group consisting of the language information, the contents-providing server's information, the category information and the counseling server's information. The counseling room provided for the counselor may include a help button. If the counselor selects the help button, the information regarding the counseling would be transmitted to a professional counselor and the professional counselor enters the counseling room.



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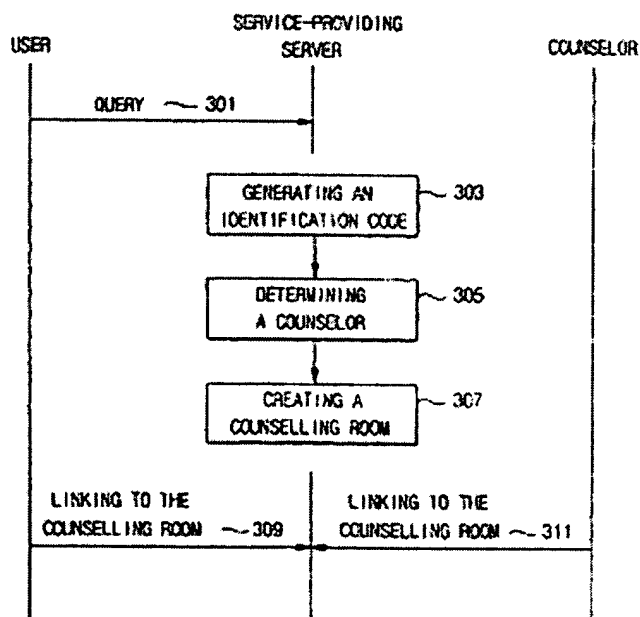
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